

ACS VOLUNTEER POSITION DESCRIPTION

PROGRAM: Relocation Readiness

POSITION/TITLE: ACS Administrative Assistant

FIRST LINE SUPERVISOR: Relocation Coordinator or Assistant

SECOND LINE SUPERVISOR: ACS Volunteer Supervisor

GOAL/OBJECTIVE: Provide direct administrative support to ACS staff and customer service to walk-in and telephone patrons of the Family Readiness Center (FRC).

DUTIES: Provides general clerical and administrative support; Performs basic office automation duties; Prepares correspondences, memoranda, forms, and messages; Uses computer, word processing software and printing equipment to create, copy, edit, store, retrieve, and print a variety of standardized documents; Receives calls and visitors, and based on knowledge of programs and operations, personally handles calls of a routine nature, and refers others to appropriate personnel; Personally responds to non-technical requests for information regarding organization functions; Assists supervisor or SFSC staff in preparing materials and set up for programs and/or events; Preparations may involve light physical work to include setting up and putting away tables and chairs; Volunteer may also be requested to assist with activities that may require long periods of standing, bending, lifting and stooping; Volunteers may be requested to assist during non-duty (evenings and weekends) hours; however this is not mandatory.

TIME/DRIVING REQUIREMENT: 20 hours weekly to include some nights and weekends; Driving of GOV and reimbursement of POV expenses are not authorized; Regular use of a vehicle is not required.

QUALIFICATIONS: Typing and Filing Skills with administrative knowledge; Basic knowledge Microsoft Excel, Word, and Power Point; Strong organizational skills; Volunteers will receive training and have the opportunity to acquire new skills or enhance and/or maintain current skills.

TRAINING: Volunteers will be required to attend a basic orientation prior to or shortly after they are accepted for duty as an Army Community Service volunteer (2 hrs); Supervisor will provide on-the-job training on equipment usage, procedures, and program introductions; other to be determined by supervisor; Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

EVALUATION: Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.